

 CAPILANO UNIVERSITY		PROCEDURE	
Procedure No.		Officer Responsible	
S2018-01-01		Vice-President Academic and Provost	
Procedure Name			
Final Grade Appeal			
Policy This Procedure is Under			Date of Next Policy Review
S2018-01 Final Grade Appeal			2023
Date Issued	Date Revised	Related Policies, Reference	
September 1, 2018		S2018-01 Final Grade Appeal Policy S2017-05 Academic Integrity Policy and Procedure B.109 Student Appeals Policy	

1 PURPOSE

These procedures are intended to guide all processes related to S. 2018-01 Final Grade Appeal Policy. These procedures are based on the premise that students have the right to a fair and equitable process when making a final grade appeal.

2 SCOPE

These procedures apply to only the final grade appeals allowed under the S. 2018-01 Final Grade Appeal Policy.

3 INFORMAL GRADE APPEAL STAGE

- 3.1 A student who plans to submit a formal grade appeal is encouraged to have a conversation with the instructor in accordance with the informal stage set out below.
- 3.2 A student may have a conversation with the instructor to discuss how the grade was determined, including confirmation that the assessment was submitted, and to discuss whether there is any opportunity for remediation.
- 3.3 A conversation during this stage is intended to:
 - a. Allow for the student and instructor to review the evaluation of the assessment, ensure that all assessments were submitted and graded, and confirm that no marks were omitted and that additions and the grade calculations were correctly made;
 - b. Assist the student in understanding how the grade was calculated;
 - c. Respond to the student's specific questions about grading feedback provided by the instructor; and,

- d. Allow for the student and instructor to explore opportunities for remediation or resolution.
- 3.4 If the student is not satisfied with the outcome of the conversation with the instructor, the student may discuss the situation with the coordinator or program chair to explore whether there is any opportunity for resolution. The coordinator or program chair will inform the instructor of the outcome(s) of the discussion with the student.
- 3.5 If the matter is not resolved to the satisfaction of the student after the conversation with the instructor and/or the coordinator or program chair, the student may proceed to the formal stage.

4 FORMAL GRADE APPEAL STAGE

- 4.1 To begin the formal stage the student shall deliver a completed Final Grade Appeal Cover Letter and supporting material evidence to the Registrar's Office, including any graded assessments the student has and is asking to have reassessed, no later than ten (10) business days after the end of term (December 31, April 30 or August 31). The Registrar will forward the Final Grade Appeal Cover Letter and supporting material evidence to the appropriate dean.
- 4.2 A student may seek advice from and/or choose to be accompanied to scheduled meetings by a support person; however, the support person may not speak at these meetings.
- 4.3 Preliminary Review
 - 4.3.1 Within five (5) working days of receipt of the Final Grade Appeal Cover Letter and the supporting material evidence, the dean shall:
 - a. Review the file and, where appropriate, conduct a meeting with the student, the instructor, and/or both the student and the instructor; and
 - b. Deliver to the student the result of the preliminary review, which will be one of the following:
 - i. The final grade appeal will not proceed because there is a more appropriate alternate process. In this case, the dean will direct the student to the applicable policy and procedure.
 - ii. The final grade appeal will not proceed because the appeal request is not based on one of the acceptable criteria.
 - iii. A final grade appeal is the appropriate process.
 - c. If the dean determines that a final grade appeal is appropriate, the dean may require that the student provide additional material evidence.
 - d. The dean shall notify the student of the result of the preliminary review through the student's Capilano University email.

4.4 Final Grade Appeal

- 4.4.1 If the student wishes to proceed after the dean has determined that the final grade appeal process is appropriate, the student shall, within five (5) business days:
- Notify the dean by email of their intent to proceed with the final grade appeal;
 - Complete the Final Grade Appeal Form, pay the applicable fee and return this form along with proof of payment from the Cashier's Office to the dean; and,
 - Deliver any additional material required by the dean to the Dean's Office.
- 4.4.2 Within five (5) business days after receiving the additional material, the dean will:
- Collect from the instructor all material relevant to the assessment(s) being reassessed. This may include assignment outlines, examinations, examination keys, grading rubrics, and the syllabus, including the weighting of the components.
 - Where possible, have the instructor inspect the material to determine whether it is identical to the material originally submitted for grading; and,
 - Contact the chair or coordinator and ask them to select two instructors as assessors to independently reassess and grade the material submitted by the student while taking into account any material provided by the instructor. In this step, the chair or coordinator will confirm the expertise and impartiality of the assessors so that the material can be assessed in good faith.
- 4.4.3 Within five (5) business days of the receipt of the material from the dean, the assessors shall independently deliver the reassessed work to the dean.
- 4.4.4 Within five (5) business days of the receipt of the reassessed work from the assessors, the dean shall review the two grades and make a determination based on the following principles:
- If the assessors reassess the assessment within one letter grade step (e.g. C+ and B-), the dean will choose the higher grade; or
 - If the assessors reassess the assessment not within one letter grade step (e.g. A- and B-), the chair or coordinator, in consultation with the dean, will make the final determination by reassessing the assessment.
 - The dean will notify the chair or coordinator, the student, and the instructor of the results of the appeal.
 - The chair or coordinator will complete a Change of Grade Notification Form for the new grade and send it to the Registrar's Office.
 - If the new grade is one letter grade step or higher than the original grade, the student will have their Final Grade Appeal Fee refunded.

- 4.4.5 During the formal appeal stage, the dean may extend a deadline by notifying the student and instructor by email and provide a revised timeline and an explanation of the reasons for the extension.

5 APPEAL TO STUDENT APPEALS COMMITTEE

A decision made during the formal grade appeal above, including the preliminary review or the final grade appeal, is appealable by the student to the Student Appeals Committee (see. B.109 and related procedures).

6 RETURN OF MATERIAL EVIDENCE

Upon the completion of the appeal process, the student may collect any submitted material from the Dean's Office. The dean will return any material submitted by the instructor to the instructor.